

Defense Finance and Accounting Service: factsheet

Military and Civilian Pay Services

Treat customers like family and offer them a 100 percent warranty

On the receiving end of every payment is someone who has served our nation. These customers can take comfort in knowing the DFAS team will deliver their pay and entitlements accurately and on time.

The Military and Civilian Pay Services Business Line provides all forms of payments to individuals, almost entirely through electronic funds transfer.

DFAS pays 5.7 million people, including:

- Members of the Army, Navy, Air Force, Marine Corps
- Department of Defense civilians
- Executive Office of the President personnel
- Military retirees and annuitants

Military and Civilian Pay Services Business Line people also perform critical support functions that include:

- Staffing call centers and help desks to solve individual customer problems
- Defining and testing changes to automated pay systems
- Processing garnishment, debt and waiver applications
- Working with federal, state and local taxing authorities

In FY 2002, DFAS upgraded myPay (<https://mypay.dfas.mil>), a Web-based system that allows customers to manage their pay account information securely and easily from around the world, night or day. This innovative, customer-focused solution empowers customers to take charge of their pay account information and lets them avoid long lines by handling changes and inquiries online.

DFAS is fully committed to supporting the war against terror. Alongside deployed finance units, DFAS provides in-theater support to our deployed men and women. Support to mobilized service members includes payroll disbursements, check cashing, currency conversion and contracting.

For military and civilian pay customers, best value means respecting their time by making their pay information easier to manage, improving accessibility and resolving problems quickly to the customer's complete satisfaction. DFAS takes pride in working with deployed finance units to ensure fiscal integrity within theater and assisting commanders with their stewardship responsibilities. Moving forward, DFAS looks to strengthen its customer service and to continue providing timely and accurate pay support whenever and wherever it is needed.

Current as of January 2003

